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**THE INFLUENCE OF MOTIVATION, ORGANIZATIONAL
ENVIRONMENT CHARACTERISTIC AND JOB SATISFACTION ON
EDUCATORS IN PRIVATE EDUCATION: A STUDY ON PRIVATE
EDUCATORS IN KOTA BHARU, KELANTAN.**



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UUM
Universiti Utara Malaysia

Master of Science (Management)

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ENVIRONMENT CHARACTERISTIC AND JOB SATISFACTION
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PRIVATE EDUCATORS IN KOTA BHARU, KELANTAN.**

By

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UUM
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**Thesis Submitted to
Othman Yeop Abdullah Graduate School of Business,
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Master of Science (Management)**



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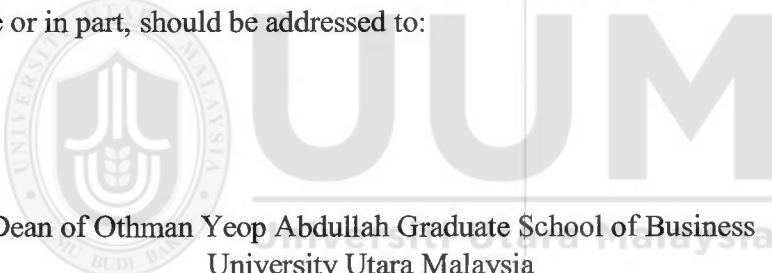
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ABSTRACT

Nowdays, we can see that private education had expanding and the number of this private institution had increase. Various private education had been appeared to cover the demand needs on academic in education sectors. More over the education in Malaysia was showed significant growth over the past few decades. This strong growth has led to questions about the educator potential, whether the educators are satisfied enough about their situation, in the organization and institution or about the benefit that they deserve to receive as educator's in public or private education sectors. Therefore, this study aimed to study the relationship between job satisfaction among private educators in elementary and secondary school with the material rewards and non-material rewards as part of motivation and work environment and resources as part of organizational environment. Research conducted at private elementary and secondary school in Kota Bharu district in Kelantan state. The sample size involved in this study are 239 samples. The study used SPSS 22.0 to analyse the data. Quantitative research method of primary source has utilized to collect the data. The methodology used in this research is descriptive and inferential statistical analysis that involves the use of frequencies and percentage for analysing the demographics of respondent, pearson correlation analysis and multiple regression analysis. Overall findings based on the analysis of the pearson correlation test found the result analysis shows the four independent hypotheses were supported by having significant relationship and having positive scatter graph result. The purpose of this research paper is to identify the influence of motivation, organizational environment characteristic and job satisfaction among staff educator that work in private education especially in elementary and secondary private school. This paper presents significant theoretical contribution for academic knowledge purpose and practical contributions for practitioners.

Keyword: Organizational Behaviour, Human Resource Management, Motivation, Rewards, Non-Material Rewards, Organizational environment, Work Environment, Resources, and Job Satisfaction.

ABSTRAK

Sekarang ini, kita dapat melihat bahawa Pendidikan di sektor swasta telah berkembang pesat dan bilangan institusi swasta juga meningkat. Terdapat pelbagai pihak swasta terlibat dalam perkembangan Pendidikan dalam memenuhi keperluan permintaan akademik semasa. Terutama di Malaysia yang mana telah menunjukkan perkembangan positif dari segi pertumbuhan sejak beberapa dekad kebelakangan ini. Pertumbuhan yang pesat telah menimbulkan persoalan mengenai situasi terhadap pendidik di bahagian sektor ini, sama ada pendidik cukup berpuas hati dengan keadaan mereka di dalam sesebuah organisasi dan institusi tersebut atau mengenai manfaat dan imbuhan yang mereka sepatutnya terima terhadap sumbangan mereka di dalam sektor swasta mahupun sektor pendidikan awam. Oleh itu, kajian ini bertujuan untuk mengkaji hubungan antara kepuasan kerja di kalangan pendidik swasta di sekolah rendah dan sekolah menengah yang melibatkan ganjaran material dan ganjaran bukan material sebagai sebahagian daripada motivasi dan juga persekitaran kerja dan sumber daya sebagai sebahagian daripada persekitaran organisasi. Penyelidikan ini di jalankan di sekolah swasta yang melibatkan sekolah rendah dan sekolah menengah di Kawasan daerah Kota Bharu di negeri Kelantan. Saiz sample yang terlibat adalah sebanyak 239 sample. SPSS 22.0 di gunakan untuk menganalisis data dan kaedah kuantitatif di gunakan dalam pengumpulan data. Kaedah analisis statistik deskriptif yang melibatkan penggunaan frekuensi peratusan untuk demografi responden, juga analisis korelasi Pearson dan analisis regresi berganda bagi bahagian metodologi. Keputusan pearson analisis menunjukkan keempat-empat hipotesis bebas adalah signifikan dan di sokong graf serapan yang positif. Tujuan kertas penyelidikan ini adalah untuk mengenal pasti pengaruh motivasi, ciri persekitaran organisasi dan kepuasan kerja di kalangan kakitangan pendidik yang bekerja di bahagian pendidikan swasta terutama di sekolah rendah dan sekolah menengah. Kertas kerja ini menyumbang teori yang signifikan untuk pengetahuan akademik dan juga praktikal.

Kata Kunci: Gelagat Organisasi, Pengurusan Sumber Manusia, Motivasi, Ganjaran Kewangan, Ganjaran bukan-Kewangan, Persekitaran Organisasi, Persekitaran Kerja, Kemudahan Sumber, dan Kepuasan Kerja.

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~In the name of Allah, Most Gracious, and Most Merciful~

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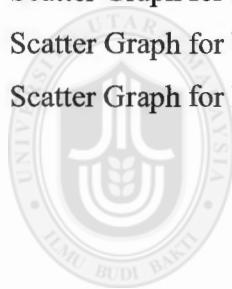
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LIST OF ABBREVIATIONS/ NOTATIONS

(r)	Coefficient Correlation
(p)	Pearson Correlation
ANOVA	Analysis of Variance
DV	Dependent Variable
CCTV	Closed-Circuit Television
EPP	Entry Point Project
ESPACT	Education Services Provider
ETP	Economic Transformation Program
GNI	Gross National Income
H	Hypothesis
IV	Independent Variable
KADA	Kemubu Agricultural Development Authority
N	Population Size
NEM	New Economic Model
NKEA	National Key Economic Areas
S	Sample Size
Sig	Significant
SPSS	Statistical Packages Social Scierze
UUM	Universiti Utara Malaysia
Wi-Fi	Wireless Fidelity
X-axis	Horizontal axis
Y-axis	Vertical axis
YIK	Yayasan Islam Kelantan



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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter design is to give explain on some important issues about the study paper. Firstly, the study present about the overview of the research study background, statement of the problem, research objective, research questions, scope of the study, significance of the study, limitation of the study explain about the conceptual of the definition of study, and lastly about the organization of the study.

1.2 Background of the Study

Education is treated to be one of the significant treasures in every nation without exception and for quality and concernment is different around the world. As Sanjay and Tripathi (2014) stated, that education was pointed as the systematic process of undertaking knowledge and skill accomplished by study and instruction. Meanwhile the person assigning the instruction and guidance is acknowledged as teacher. This means the systems of education can not go further without having teacher in appearances as educator. Additionally, the education come with formal and informal situation. Generally, for formal education it had established standard and efficient structured curriculum. School and university were a great example to show how the formal education form, and for informal education it can be contained informal learning and skills gained by personal experience.

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Appendix A



BORANG SOAL SELIDIK/ QUESTIONNAIRE

PENGARUH MOTIVASI, KAREKTERISTIK PERSEKITARAN ORGANISASI
DAN KEPUASAN KERJA TERHADAP PENDIDIK DI BAHAGIAN PENDIDIKAN
PERSENDIRIAN/ SWASTA:

KAJIAN TERHADAP PENDIDIK DAN GURU PERSENDIRIAN/ SWASTA DI
DAERAH KOTA BHARU, KELANTAN.

Reponden yang dihormati,

Saya merupakan seorang pelajar tahun akhir Sarjana (Sains) Pengurusan di Univesiti Utara Malaysia dan anda dipilih sebagai sasaran responden untuk menyertai dan menjawab kaji selidik ini. Borang kajian ini terdiri daripada 3 bahagian, iaitu Bahagian 1, 2, dan 3. Ada pun soal selidik ini adalah khusus untuk mendapatkan beberapa data dan maklumat untuk menilai hubungan Ganjaran Kewangan, Ganjaran bukan-Kewangan, Persekitaran Kerja, dan Kemudahan Sumber ke atas Kepuasan Kerja di kalangan pendidik dan guru yang terlibat dalam sektor Pendidikan persendirian/ swasta di daerah Kota Bharu, Kelantan. Bahagian A merujuk kepada data demografi, manakala bahagian B merujuk kepada tahap kepuasan anda terhadap kerja anda. Akhir sekali, bahagian C merujuk kepada empat hubungan pembolehubah yang terlibat seperti ganjaran kewangan, ganjaran bukan-kewangan, persekitaran kerja, dan kemudahan sumber terhadap kepuasan kerja di tempat anda.

Semua maklumat yang diberikan adalah RAHSIA dan hanya digunakan bagi tujuan akdaemik sahaja. Kami tidak akan menerbitkan sebarang maklumat yang akan melibatkan individu bagi tujuan lain. Terima kasih atas masa dan kerjasama anda dalam menjayakan usaha penyelidikan ini.

Penyelidik,

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BAHAGIAN A / PART A
LATAR BELAKANG RESPONDEN / BACKGROUND OF RESPONDENT

Seksyen ini bertujuan untuk mendapatkan maklumat tentang latar belakang responden. Responden dikehendaki tandakan [/] pada pilihan yang berkenaan. Hanya satu pilihan sahaja yang diperlukan untuk setiap soalan.

This section is intended to obtain information background of respondents. Respondents are required to tick [/] in the appropriate selection. Only one option is necessary for each question.

1. Jantina / Gender

☐

Lelaki / Male

☐

Perempuan / Female

2. Umur / Age

☐

< 20

☐

21 – 30

☐

31 - 40

☐

41 – 50

☐

> 50

3. Bangsa / Race

☐

Melayu / Malay

☐

India / Indian

☐

Cina / Chinese

☐

Lain-lain / Others

4. Taraf Perkahwinan / Marital Status

☐

Bujang / Single

☐

Berkahwin / Married

☐

Berceraai / Diorce

5. Tahap Pendidikan / Education Level

☐

PMR / SPM

☐

Diploma / Asasi

☐

Ijazah Sarjana Muda / Bachelor Degree

☐

Sarjana / Master

☐

PhD

6. Tempoh Bekerja / Working Period

Bawah 1 tahun / Less Than 1 Year

2 – 3 Tahun / Year

4 – 5 Tahun / Year

6 – 7 Tahun / Year

Lebih Daripada 7 Tahun / More Than 7 Years

BAHAGIAN B / PART B
SOAL SELIDIK TENTANG KEPUASAN KERJA / QUESTIONNAIRES ABOUT
JOB SATISFACTION

1	2	3	4	5
SANGAT TIDAK BERSETUJU	TIDAK BERSETUJU	TIDAK PASTI	BERSETUJU	SANGAT BERSETUJU

Bahagian ini menguji anda terhadap tahap Kepuasan Kerja di tempat kerja anda. Sila nyatakan jawapan anda dengan **membulatkan nombor yang sesuai**.

This section examines you towards Job Satisfaction at your workplace. Please indicate the answer by **rounding the appropriate number**.

1.	Kepuasan Kerja / Job Satisfaction					
1.	Saya berasa bangga dalam melakukan tugas saya / I feel a sense of pride in doing my job	1	2	3	4	5
2.	Banyak peraturan dan prosedur menyebabkan kerja kami bertambah susah / Many of our rules and procedures make doing a good job difficult	1	2	3	4	5
3.	Saya suka orang yang mudah berkerjasama / I like the people I work with	1	2	3	4	5
4.	Saya merasakan kadang-kadang kerja saya tidak bermakna / I sometimes feel my job is meaningless	1	2	3	4	5
5.	Komunikasi di lihat baik dalam organisasi ini / Communications seen good within this organization	1	2	3	4	5
6.	Penyelia saya tidak adil kepada saya / My supervisor is unfair to me	1	2	3	4	5
7.	Saya tidak merasakan bahawa kerja yang saya lakukan tidak di hargai / I do not feel that the work I do is appreciated	1	2	3	4	5

8.	Saya mendapati saya terpaksa bekerja keras dalam pekerjaan saya kerana ketidakcekapan pekerja lain / I find I have to work harder at my job because of the incompetence of people I work with	1	2	3	4	5
9.	Saya suka melakukan aktiviti kerja yang saya lakukan di tempat kerja / I like doing the things I do at work	1	2	3	4	5
10.	Matlamat organisasi ini tidak jelas kepada saya / The goals of this organization are not clear to me	1	2	3	4	5
11.	Kerja di lakukan dengan cepat di sini seperti yang di lakukan di tempat lain / People get ahead as fast here as they do in other places	1	2	3	4	5
12.	Penyelia saya menunjukkan minat terlalu sedikit terhadap perasaan orang bawahan / My supervisor shows too little interest in the feelings of subordinates	1	2	3	4	5
13.	Kerja saya terlalu banyak di tempat kerja / I have to much to do at work	1	2	3	4	5
14.	Saya menghargai rakan sekerja saya / I enjoy my coworkers	1	2	3	4	5
15.	Saya sering merasakan bahawa saya tidak tahu apa yang berlaku dalam organisasi / I often feel that I do not know what is going on with the organization	1	2	3	4	5
16.	Penyelia saya cukup berwibawa dalam melakukan tugasnya / My supervisor is quite competent in doing his/her job	1	2	3	4	5
17.	Saya menghargai dan suka penyelia saya / I like my supervisor	1	2	3	4	5
18.	Saya suka mempunyai banyak kertas kerja / I like to much paperwork	1	2	3	4	5
19.	Terdapat banyak pertelingkahan dan pertempuran di tempat kerja / There is to much bickering and fighting at work	1	2	3	4	5
20.	Kerja saya sangat menyenangkan / My Job is enjoyable	1	2	3	4	5
21.	Tugasan kerja tidak di jelaskan dengan sepenuhnya / Work assignments are not fully explained	1	2	3	4	5
22.	Inovasi di nilai pada kerja saya / Innovation is valued at my work	1	2	3	4	5
23.	Saya mempunyai peluang pertumbuhan kerjaya dalam organisasi ini / I have opportunities for career growth in this organization	1	2	3	4	5
24.	Saya tahu bagaimana kerja saya menyumbang kepada pencapaian matlamat organisasi saya / I know how my work contributes to the achievement of my organization's goal	1	2	3	4	5

25.	Kerja yang saya lakukan memberi saya rasa pencapaian / The work that I do gives me a sense of accomplishment	1	2	3	4	5
26.	Saya terinspirasi untuk memberikan yang terbaik / I am inspired to give my very best	1	2	3	4	5
27.	Tugas saya mencabar dengan cara yang positif / My job is challenging in a good way	1	2	3	4	5
28.	Saya tahu apa yang di harapkan daripada saya melalui kerja saya / I know what is expected of me in my job	1	2	3	4	5
29.	Tugas saya adalah sesuai dengan kemahiran dan minat saya / My job is a good fit with my skills and interest	1	2	3	4	5
30.	Saya berminat dengan kerja yang saya lakukan / I am interested in the work that I do	1	2	3	4	5
31.	Saya mempunyai sokongan di tempat kerja dalam menyediakan perkhidmatan yang baik / I have support at work to provide a high level of service	1	2	3	4	5
32.	Kerja yang saya lakukan adalah bermakna / The work that I do is meaningful	1	2	3	4	5
33.	Saya berpuas hati dengan kerja saya / I am satisfied with my job	1	2	3	4	5

Source: Paul E. Spector (1994)

1	2	3	4	5
SANGAT TIDAK BERSETUJU	TIDAK BERSETUJU	TIDAK PASTI	BERSETUJU	SANGAT BERSETUJU

BAHAGIAN C / PART C
SOAL SELIDIK TENTANG EMPAT PEMBOLEH UBAH/ QUESTIONNAIRES
ABOUT FOUR INDEPENDENT VARIABLES

Bahagian ini menunjukkan adakah wujudnya hubungan antara Ganjaran Kewangan, Ganjaran bukan-Kewangan, Persekitaran Kerja, dan Kemudahan Sumber terhadap Kepuasan Kerja dalam sektor pendidikan persendirian / swasta. Sila nyatakan jawapan anda dengan **membulatkan nombor yang sesuai**.

This section is intended to find out about relationship between Rewards, non-Material Rewards, Work Environment, and Resources towards Job Satisfaction in private education sectors. Please indicate the answer by **rounding the appropriate number**.

2.	Ganjaran Kewangan / Material Rewards					
1.	Saya mendapat pendapatan yang baik untuk pekerjaan yang saya lakukan / I get decent income for the job I perform	1	2	3	4	5
2.	Kecukupan pendapatan untuk memenuhi perbelanjaan keluarga / Sufficiency of income to meet family expenses	1	2	3	4	5
3.	Ketersediaan skim-skim ganjaran kewangan / Availability of scope for schemes of financial rewards	1	2	3	4	5
4.	Saya berasa tidak di hargai oleh organisasi apabila saya berfikir tentang apa yang mereka bayar untuk saya / I feel unappreciated by the organization when I think about what they pay me	1	2	3	4	5
5.	Kejelasan dan keupayaan untuk memahami sistem gaji dan tunjangan yang di ikuti oleh pihak pengurusan / Clarity and ability to understand the pay and allowance system followed by the management	1	2	3	4	5
6.	Kejelasan dan keupayaan untuk memahami sistem insentif yang di ikuti oleh pihak pengurusan / Clarity and ability to understand the incentive system followed by the management	1	2	3	4	5
7.	Menyediakan peluang untuk mendapatkan sesuatu melalui sistem gaji dan insentif / Provision of chances to gain something through the pay and incentive system	1	2	3	4	5
9.	Terdapat pengaruh kesatuan sekerja terhadap sistem gaji sedia ada / Influence of trade union on the existing pay system	1	2	3	4	5
10.	Faktor-faktor yang paling penting yang membuatkan saya bekerja dengan baik adalah apabila gaji saya dan faedah kewangan lain di bayar dengan kerap / The most important factors that makes me perform well at my job is when my salary and other financial benefits are paid regularly	1	2	3	4	5
11.	Saya akan berusaha untuk melakukan kerja lebih baik jika saya di beri lebih banyak hadiah wang tunai / I will be encouraged to perform even better if I am given more a cash reward	1	2	3	4	5
12.	Saya akan melakukan yang lebih baik dalam kerja saya jika saya di beri kenaikan gaji sebagai ganjaran untuk prestasi cemerlang /	1	2	3	4	5

	I will be performing better in my work if I given salary increase as a reward for outstanding performance					
13.	Matlamat saya yang paling penting sebagai pekerja adalah mempunyai keselamatan kewangan / My most important goals as an employee is having financial security	1	2	3	4	5
14.	Saya merasa berpuas hati dengan peluang saya untuk kenaikan gaji / I feel satisfied with my chances for salary increases	1	2	3	4	5
15.	Peningkatan gaji adalah sedikit malah sangat jarang / Raises are too few and far between	1	2	3	4	5
16.	Saya rasa saya di bayar dengan jumlah yang cukup untuk kerja yang saya lakukan / I feel I am being paid a fair amount for the work I do.	1	2	3	4	5

Source: Sonali Arora (2004)

1	2	3	4	5
SANGAT TIDAK BERSETUJU	TIDAK BERSETUJU	TIDAK PASTI	BERSETUJU	SANGAT BERSETUJU

3.	Ganjaran bukan-kewangan / Non-Material Rewards					
1.	Terdapat faedah yang kita tidak ada yang mana faedah tersebut perlu ada / There are benefits we do not have which we should have	1	2	3	4	5
2.	Faedah yang kami dapat adalah sama / The benefit package we have is equitable	1	2	3	4	5
3.	Terdapat ketersediaan skop untuk mendapatkan ganjaran bukan kewangan / Availability of scope for schemes of non-financial rewards	1	2	3	4	5
4.	Terdapat kaitan antara prestasi dan ganjaran yang di kekalkan oleh sistem yang sedia ada / Link between performance and rewards maintained by the existing system	1	2	3	4	5
5.	Faedah dan manfaat kami terima sepadan dengan tawaran organisasi yang lain / The benefits we receive are as good as most other organization offer	1	2	3	4	5

6.	Terdapat kaedah untuk membezakan pekerja berprestasi dan pekerja kurang berprestasi / Method of distinction between the best performers and less performers	1	2	3	4	5
7.	Apabila saya melakukan kerja dengan baik, saya menerima pengiktirafan untuk kerja saya / When I do a good job, I receive the recognition for it that I should receive	1	2	3	4	5
8.	Saya berpuas hati dengan peluang saya untuk ganjaran dan kelebihan faedah / I am satisfied with my chances for promotion	1	2	3	4	5
9.	Saya tidak merasakan usaha saya tidak di beri ganjaran sebagaimana hasilnya / I don't feel my efforts are rewarded the way they should be	1	2	3	4	5
10.	Mereka yang bekerja dengan baik mempunyai peluang yang adil untuk kenaikan pangkat dan peluang di beri ganjaran / Those who do well on the job stand a fair chance of being promoted and rewarded	1	2	3	4	5
11.	Saya tidak berpuas hati dengan faedah yang saya terima / I am not satisfied with the benefits I receive	1	2	3	4	5
12.	Terdapat peluang yang terlalu kecil untuk kenaikan pangkat yang melibatkan kerja saya / There is really to little chance for promotion on my job	1	2	3	4	5
13.	Terdapat sedikit ganjaran bagi mereka yang berkerja di sini / There are fewer rewards for those who work here	1	2	3	4	5

Source: Paul E. Spector (1994)

1	2	3	4	5
SANGAT TIDAK BERSETUJU	TIDAK BERSETUJU	TIDAK PASTI	BERSETUJU	SANGAT BERSETUJU

4.	Persekitaran Kerja / Work Environment					
1.	Ketersediaan persekitaran fizikal yang menyenangkan / Availability of pleasant physical environment	1	2	3	4	5
2.	Penyediaan kemudahan pencahayaan dan pengudaraan di tempat kerja / Provision of lighting and ventilation facilities at the workplace	1	2	3	4	5

3.	Kecukupan kawasan kerja (lantai) berfungsi dengan cekap / Adequacy of working (floor) area to work efficiently	1	2	3	4	5
4.	Tedapat kemudahan pembahagian masa yang menyelesaikan dalam waktu bekerja / Comfort ability of the working hours	1	2	3	4	5
5.	Kecekapan peralatan dan kemudahan peralatan di tempat kerja / Efficiency of the equipment's and tools at the workplace	1	2	3	4	5
6.	Perlaksanaan norma keselamatan dalam organisasi / Implementation of safety norms in the organization	1	2	3	4	5
7.	Terdapat peruntukan peralatan keselamatan di tempat kerja (peti pertolongan cemas, alat pemadam api) / Provision of safety appliances at workplace (first aid kit, fire extinguisher)	1	2	3	4	5
8.	Terdapat kemudahan yang selesa untuk bekerja di bawah persekitaran yang sedia ada / Comfort ability to work under the existing environment	1	2	3	4	5
9.	Terdapat kemudahan bagi menyediakan kebersihan / Provision of sanitary facilities available	1	2	3	4	5
10.	Kantin dan tempat rehat yang berfungsi / Functional canteen and rest area	1	2	3	4	5
11.	Terdapat cara dan peraturan untuk mencegah gangguan dalam organisasi / There are ways and rules to prevent interruption in the organization	1	2	3	4	5

Source: Sonali Arora (2004)

5.	Kemudahan Sumber / Resources					
1.	Tempat kerja mempunyai papan putih interaktif / The workplace has interactive whiteboards	1	2	3	4	5
2.	Organisasi yang di lengkapi dengan projector / The organization equipped with projectors	1	2	3	4	5
3.	Organisasi ini di lengkapi dengan standard computer yang di perlukan / The organization equipped with required standard of computer	1	2	3	4	5
4.	Organisasi ini mempunyai rangkaian Wi-Fi yang boleh di dapati secara percuma /	1	2	3	4	5

	The organization have freely available Wi-Fi network					
5.	Peralatan khas dan persekitaran yang sesuai untuk pekerja dan pelajar kurang upaya / Special equipment and appropriate environment for disability employee's and student	1	2	3	4	5
6.	Peruntukan bahan perpustakaan yang berkaitan untuk mengajar / Provision relevant library material for teaching	1	2	3	4	5
7.	Terdapat kecukupan sumber audio-visual dalam organisasi / Sufficient Audio-visual resources in organization	1	2	3	4	5
8.	Peralatan makmal sains yang berfungsi dan terdapat bahan yang di perlukan untuk projek sains / Functioning science lab equipment and material for project science	1	2	3	4	5
9.	Ketersediaan perisian dalam computer untuk kerja dan pengajaran / Availability computer software for work and teaching	1	2	3	4	5
10.	Ketersediaan peralatan seperti alat tulis untuk keselesaan kerja (kertas, kapur, pembaris) / Availability of stationery tool for comfortable work (paper, chalk, marker, ruler)	1	2	3	4	5
11.	Peruntukan belanjawan yang cukup untuk bekalan dan peralatan tetap / Enough budget for supplies and fixed equipment	1	2	3	4	5
12.	Terdapat kemudahan peralatan sukan untuk aktiviti sukan / Comfort availability of sport facilities and equipment for sport activities	1	2	3	4	5

Source: Core B. Consortium (2008)

1	2	3	4	5
SANGAT TIDAK BERSETUJU	TIDAK BERSETUJU	TIDAK PASTI	BERSETUJU	SANGAT BERSETUJU

~Terima Kasih atas Kerjasama Anda~
~Thank You for Your Cooperation~

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